



Information about your water, drainage, wastewater and solid waste utility services.

## Changes Coming in 2009

Seattle's new solid waste collection contracts will provide numerous recycling changes and service improvements next year, including:

- Seattle's food and yard waste collection program will be offered to 30,000 single-family residential households who are currently not subscribing to the program or composting at home. Subscribers will be allowed to put all food scraps in their cart and the cart will be collected weekly.
- A move to "single-stream recycling," which will allow residential customers to combine recyclables into a single bin.
- More items will be able to be recycled. Residential curbside customers will be able to recycle more plastic materials in addition to the paper, cardboard, glass, tin, aluminum and plastic items they currently recycle.
- New low-emission garbage and recycling trucks (60 percent bio-diesel blend and 40 percent compressed natural gas) will dramatically reduce key pollutants in neighborhoods.

These service changes will be implemented in April 2009. For more details on Seattle's recycling programs, look in upcoming issues of *@ Your Service*, or visit [www.seattle.gov/util](http://www.seattle.gov/util).

## Garden Green and Save



Northwest Natural Yard Days is back! Find deep discounts on products for environmentally-friendly gardening from April 15 to May 15 at participating retail locations.

Retailers will offer discounts of up to 25 percent on environmentally-friendly yard care products like electric mulch mowers and push mowers, compost and bark mulch, organic fertilizers, watering wands and soaker hoses, less toxic slug and moss control products, insecticidal soap and weed pullers.

Your yard is part of the urban watershed, and using environmentally-friendly products improves the health of Seattle's creeks, lakes and Puget Sound.

Don't miss out! For information about the sale, visit [www.yarddays.com](http://www.yarddays.com) or call the Garden Hotline at (206) 633-0224. To learn more about what you can do to protect Puget Sound, visit [www.seattle.gov/util/restoreourwaters](http://www.seattle.gov/util/restoreourwaters)

## How Are We Doing?

To meet the service expectations of our customers, SPU sets and tracks service level targets. Over the next year, *@ Your Service* will highlight our progress in a series of infographics. For more information on service level targets, please go to [www.seattle.gov/util](http://www.seattle.gov/util) and search for "Service Levels."

### Drinking Water Problem Response & Service Reliability

SERVICE LEVEL TARGET	TARGET MET IN 2007?
Respond to <b>80%</b> of high priority drinking water problems within <b>1 hour</b>	✓
Limit yearly drinking water outages totaling > 4 hours to <b>less than 4%</b> of retail customers	✓
<b>Meet state requirements</b> for drinking water system pressure	<b>Almost*</b>

\*At year-end 2007, a small number of customers (45 out of 188,000 total) had water pressure below state requirements of at least 20 pounds per square inch (PSI). Capital projects currently underway will bring the water pressure to these customers up to required levels before the end of 2008.

## Rebates for Mowers

Recycle your old gas-guzzling mower from April 15 to May 15 and get a \$25 coupon towards an environmentally-friendly push mower or electric mulch mower.

By purchasing a push or electric mower at a Northwest Natural Yard Days store, you can double your savings while helping to tackle climate change (*see left*).

Seattle residents can recycle their gas mowers for free at the North or South Recycling & Disposal stations. Visit [www.seattle.gov/util](http://www.seattle.gov/util) or call (206) 633-0224 for more information.

## New Recycling Record

Seattleites recycled 47 percent of all their waste in 2006, up from 38 percent in 2003. This impressive jump reflects customers' growing support for Seattle's ordinance that prohibits recyclables in the garbage.



Garbage haulers left behind fewer than 1,000 cans of household garbage with too many recyclables in them in 2007, and more than 95 percent of inspected apartments and businesses recycled correctly.

Seattle's goal is to recycle 60 percent of all its waste by 2012. More than half of Seattle's garbage is made up of recyclable paper and compostable food. Why waste a good thing? To learn more about what can be recycled, visit [www.seattle.gov/util](http://www.seattle.gov/util) or call (206) 684-3000.

## Water for Our Future

With climate change and population growth leading to greater demands on our future water resources, we all need to use this resource more wisely. By conserving water, you'll be ensuring water for today and securing water for future generations, the environment, salmon and other wildlife.



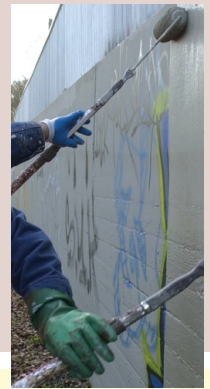
Here are five things you can do to save water and money on your utility bills:

- Install efficient showerheads and toilets.
- Wash full loads of laundry and dishes.
- Detect and repair all indoor and outdoor leaks.
- Tune up your irrigation system.
- Practice natural yard care techniques.

Get more water- and money-saving tips at [www.savingwater.org](http://www.savingwater.org) or by calling (206) 684-SAVE (7283).

## Hitch Your Wagon

Tired of graffiti in your neighborhood? The Red Wagon Paint-Out Program provides free materials and training to volunteers who want to remove unsightly graffiti in their community. Call (206) 684-3056 for more information or to sign up today!



## Too Big to Toss?

If you've got a large item such as a couch, bed or dishwasher and it's in no condition for selling, exchanging or donating to charity, call (206) 684-3000 and request a bulky item collection. Seattle Public Utilities will pick up the item from your curb for a \$25 fee (\$31 for items containing gases, such as refrigerators) and save you the hassle of driving to the transfer station. The North and South Recycling and Disposal stations accept bulky items for \$25 per item, Monday-Sunday from 8 a.m. to 5:30 p.m.



## Spring Clean April 5 - May 31

Spring is just around the corner which means that it's time to start planning your annual neighborhood cleanup event! This year Spring Clean runs from Saturday, April 5 to Saturday, May 31. Spring Clean participants receive free resources from Seattle Public Utilities including tools, clean-up bags, gloves, safety vests, and waste pick-up services. To learn more, call (206) 233-7187 or visit [www.seattle.gov/util](http://www.seattle.gov/util) and search "Spring Clean."

## Spring into Natural Gardening

Discover a *better* way to beautiful for a healthy, easy-maintenance yard.

- **Savvy Gardener classes at Swanson's Nursery and Molbak's.** See the schedule of free classes at [www.savingwater.org](http://www.savingwater.org) or call (206) 633-0224.
- **Subscribe to the Savvy Gardener e-newsletter.** Sign up for free seasonal gardening advice at [www.savingwater.org/outside\\_savvygardener.htm](http://www.savingwater.org/outside_savvygardener.htm)

